ROADMAP: Setting the Course for Family and Patient Involvement in Their Plan of Care

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ROADMAP:
Setting the Course for Family and Patient Involvement in Their Plan of Care

Kristina Holleran, BSN, RN, CMSRN
Patient Care Specialist, 6 Kasych
Patient-Centered Experience (PCE)

- Journey of Growth 2006
- PCE 2016 Vision Statement
- Project #13- Patient Plan of Care

ROADMAP- Review of All Daily Medical Actions and Plans
Patient-Centered Experience Project Structure

PCE Implementation Team (LVHN Representatives)

- Tom Whalen, MD
  Chief Medical Officer
- Terry Capuano
  Chief Operating Officer
- Jim Prowant
  Associate Executive Director
  Operations-LVPG
- Anne Panik
  Senior Vice President
  Patient Care Services
- Jim Geiger
  Senior Vice President
  Operations LVH-17th St.

PCE Advisory Council (Community Representatives)

- Monitored Projects: Information Services and Patient Navigation

PCE PROJECTS

PROJECT 20: Captain of the Ship
- Leadership: D. Bitetto, MD, D. Harrison, MD
- Start: 01/01/11
  End: 09/30/12

PROJECT 22: HCAHPS
- Leadership: J. Geiger, B. Hardner, L. Siegle
- Start: 01/01/12
  End: 06/30/13
- 7 Projects
  - A. Responsiveness Hosp. Staff
  - B. Hospital Environment
  - C. Medication Communication
  - D. Physician Communication
  - E. Pain Management
  - F. Nurse Communication
  - G. Discharge Information

PROJECT 18: Staff Identification
- Leadership: C. Davidson, C. Vose
- Start: 09/01/09
  End: 12/31/12

PROJECT 22: HCAHPS
- Leadership: J. Geiger, B. Hardner, L. Siegle
- Start: 01/01/12
  End: 06/30/13
- 7 Projects

PROJECT 23: Plain Community
- Leadership: J. Fenicle
- Start: 03/01/12
  End: 12/31/12

PROJECT 24: Veterans’ Health Care
- Leadership: E. Johnson
- Start: 04/01/12
  End: 03/31/12

Monitored Projects: Information Services and Patient Navigation

RESOURCE TEAM

- Organizational Development
- Public Affairs and Marketing
- Administrative Fellow
- Administrative Support
Project History

- Team Structure
- Lean methodology
  - A3 Development
  - Current Conditions
  - Goals and Targets
  - Proposed Countermeasures
Gemba Walks

- Patient and Family Advisory Council

- Interviews with patients, family, staff, providers
  
  • Structured interview tool
Content

▪ Language
▪ Care Team
▪ Allergies
▪ Diet
▪ Activity
▪ Learning
Tests and procedures today
Tests and procedures yesterday
Blank space for notes
Medications
• Scheduled
• PRN’s (as needed)
• Discontinued
Other Considerations

- How the data gets there
- Font size
- Readability
- "Pretty"
- Blank space
**ROADMAP**

Review Of All My Daily Medical Actions and Plans

Run Date: October 5, 2012 2:12PM

WILSONTEST, Janice
Admit date: September 27, 2012
Room: 6CP16B  Unit: 6CP
MRN: 01001627  ACCT#: 300676285

Lehigh Valley Hospital
Allentown, PA
Lehigh Valley Hospital - Muhlenberg
Bethlehem, PA

I prefer to speak:  • english

Reason I'm here:  abdominal pain

My care team
Doctors in charge of my care:  Dr. charge
Other care team members:  Admitting: LEVICK, DONALD L, Pediatrics  Other: PASTORAL, DEPT

Allergies and Diet
My allergies:  • BARIUM  • METRONIDAZOLE  • Peanut & Peanut Derivatives

My diet:  • 4-5 Gram Sodium No Added Salt

What I'm allowed to do
• Activity/Mobility Protocol START LEVEL 1-BEDBOUND, TARGET LEVEL 5-INDEPENDENT

What I need to do and learn about today
• review reasons for heart failure
Standard Work

- Patient education during Warm Welcome
- Key Words at Key Times
- 0700 RN Bedside Shift Report
- New ROADMAP every day
Qualitative Metrics

▪ Patient and Family Comments

▪ Observations of Standard Work
ROADMAP
Review Of All My Daily Medical Actions and Plans
Run Date: February 17, 2012 5:50AM

Admit date: February 16, 2012
Room: 719  Unit: 7TM
Lehigh Valley Hospital
Allentown, PA
Lehigh Valley Hospital - Muhlenberg
Bethlehem, PA
MRN:  ACCT#:  

I prefer to speak:  • english

Reason I'm here:  • NO! Ulcer at Foley catheter pocket

My care team
Attending:  RANA, HIRALAL N
Doctors in charge of my care:
Other care team members:  Admitting: RANA, HIRALAL N, MD
Consulting: RHODES, LUTHER V
Consulting: STEINBOOK, MELVIN L

• Allergies and Diet
My allergies:  • No Known Allergies

My diet:  • CCM Diabetic Hi Fiber Diet.

• What I'm allowed to do
  • PRCL-Activity/Mobility Protocol
  • ACT-Activity as tolerated

• What I need to do and learn about today
  You have no scheduled activities.

Tests and procedures planned for today
Lab:
  • BMP (Basic Metabolic Panel) - A group of tests to examine the current status of your kidneys, blood sugar, electrolytes and acid/base balance.
  • CBC (Complete Blood Count) - Determine general health status and to screen for a variety of disorders, such as anemia.
LETTERS

LVH staff offers thoughtful care to patient

My 91-year-old mother-in-law, was admitted on July 21 to Lehigh Valley Hospital-Cedar Crest through the emergency room and had arrived via ambulance from Luther Crest in Allentown, where she resides. She had taken a hard fall on the day before while proceeding through the hallways at Luther Crest using her walker. Her pain the following morning prompted us to call 911 for her transport to LVH. The fall had resulted in her fracturing a vertebra in her lower spine. She was treated until her release on July 27.

My family, my mother-in-law and I want to express our sincere gratitude for all of those members of the LVH staff who were in contact with her during her stay. The staff was always attentive, gracious, warm and friendly. Our questions never went unanswered. A written summary was provided daily to describe all of the treatments, tests, test results and medications that were given during the preceding day. So there was never any doubt about her care because we were always aware of her progress. So, a big “thank you” to the staff at LVH-Cedar Crest.
Quantitative Metrics
Pilot Unit Outcomes

- Patient Satisfaction Surveys
- Pre-Post Staff Survey Results
Feed Forward

- Med/Surg and Step Down
- Critical Care
- Women and children
- Spanish ROADMAP
- Outpatient areas
- TSU
Questions?

THANK YOU!

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